

## MCLS Virtual Dialogue

### How Can MCLS Support Libraries Now and in the Future

May 15, 2020 – 11:00 am EDT

10:57:06 From Pam Seabolt : Welcome everyone!

10:57:27 From Michelle Bradley : Good morning everyone!

10:57:30 From Debbie Rzepczynski : good morning!

10:57:33 From Julie Censke : Hi from Julie at Colon Township Library!

10:57:34 From Annie Belanger, Board Member : Hi Everyone! Welcome

10:57:42 From ktroutman: Good morning from Walton, IN. I don't have a mic or camera

10:58:03 From Ed Burns : Hello

10:58:07 From Bill Bowman : Hello all!

10:58:11 From Kelly Joyce : HI everyone

10:58:20 From barb dinan : good morning all

10:58:26 From rcavinder : Good morning from Wheatfield, Indiana. I don't have a mic or camera either, but will communicate thru chat.

10:58:42 From Susan's iPad : hi all

10:58:48 From grogers : good morning!

10:58:57 From Jocelyn Levin : Good morning from Jocelyn from Lyon Twp. Public Library in South Lyon, MI (by way of home in West Bloomfield, MI).

10:59:10 From grogers : Hello from Owen County, IN

10:59:47 From Bill Bowman : Morning from the Clarkston Independence District Library, by way of Shelby Twp, mi, except currently hanging out at Troy Beaumont.

10:59:56 From Kelly Joyce : Nice cat in the background!

11:00:18 From iPad : Good morning!

11:00:54 From Angela Klocek : Good morning all.

11:01:45 From Stephanie Olson : Hello from Stephanie at Iosco-Arenac District Library in MI

11:01:51 From Michelle Bradley : [https://www.mcls.org/files/8315/8928/5948/Virtual\\_Dialogue\\_5-8\\_Chat.pdf](https://www.mcls.org/files/8315/8928/5948/Virtual_Dialogue_5-8_Chat.pdf)

11:04:04 From kreynolds : My camera isn't working but I have a figment figurine.

11:04:20 From Annie Belanger, Board Member : Love these!

11:04:30 From ktroutman@walton.lib.in.us : Great idea!

***Participants were placed in small group breakout rooms for 10 minutes for the first round of conversations.***

***1st Breakout Room Conversation Questions:***

***When you think about MCLS, what does that mean to you?***

***Discussion following the 1st breakout room session:***

- 11:17:20 From Tina Russette @ Holly Township Library : training
- 11:17:41 From Stephanie Reinhardt : Training, RIDES, MeL resources
- 11:17:42 From Bill Bowman : Information on the virus / standards what others are doing, and ideas
  - Grants for training - Harwood
  - Online trainings
  - Inter-state collab
  - Webinars
- 11:17:42 From Carla Dinnocenzo : really appreciate all these meetings offered and updates
- 11:17:48 From Stephanie Olson : We talked discounts and training and communication.
- 11:17:49 From Jocelyn Levin : Collaborating, people coming together, where you can ask questions and get answers, collective bargaining with vendors, webinars and training, lots of emails,
- 11:17:54 From Debbie Rzepczynski : Loves - everything about MCLS -- webinars, showing we are not alone, MEL, rides
- 11:17:55 From pelepcha : RIDES, Mel, Information
- 11:17:59 From Sara Ault : overdrive consortium, training, community collaboration
- 11:18:00 From Amelia : Staff development training, groups of librarians sharing information and things, and collaboration and cooperation
- 11:18:07 From Lindsay Gojcaj : Weekly dialog conversations; live interaction; different perspective of MCLS; empowering staff; MeL trainings
- 11:18:08 From Dale Parus - Ionia, MI : OverDrive partnership, Harwood Training, shared purchasing
- 11:18:26 From Glenn Fischer : We think about the following when we think about MCLS: Online cataloging classes (and other training), great give aways at the ILF conference, group purchases for eresources, but also confusion with other groups like MLA, etc.
- 11:18:30 From Cathy : Collaborative is the all encompassing word; provides partnerships, resources and training to all sizes of libraries

- 11:19:05 From Sophia : MCLS = state-wide (& Indiana?) support system/community which supplies a great deal of training and has something to do with digitization projects. Also, RIDES & MeLCat. And an acronym for which we couldn't remember the real-name. Somehow involved in MiSPI?
- 11:19:37 From Eva Davis : pre-pandemic, knowledge of MCLS was vague and general, professional development and training. But now, MCLS is a valuable way to connect with others and collaborate, get good ideas, feel less alone. MCLS has demonstrated leadership and taken charge to provide relevant information and facilitating connections.
- 11:19:38 From Mary Beth - Tecumseh District Library : We get info shared between other libraries; Training opportunities; the education part; Appreciate getting ideas how libraries are reopening; finding ways to be consistent between libraries
- 11:19:45 From iPad : Most of us were unfamiliar with MCLS. We appreciated all the classes and meetings. very informative. Loved seeing what other States and Libraries are doing.
- 11:19:47 From Stephanie Olson : wow....how could I forget Mel and RIDES?????
- 11:20:32 From Bill Bowman : I know, right!
- 11:20:51 From Angela Klocek : I didn't even think of MEL oops...
- 11:21:21 From Sophia : Oddly enough, MeL/RIDES was basically all I knew about MCLS...
- 11:24:07 From Stephanie Olson : Dig the cowboy hat...
- 11:24:46 From Stephanie Reinhardt : That is the BEST Tiger hat, Jan
- 11:25:26 From Amelia : Thank you. Friday is fun hat day for me.

***Participants were placed in small groups in breakout rooms for 15 minutes for the second round of conversations.***

***2<sup>nd</sup> Breakout Room Conversation and Questions:***

***Goals:***

- ***Libraries will collaborate with each other and external partners to identify shared aspirations, accomplish major initiatives, and bring innovative solutions to their communities.***
- ***Libraries will be hubs of innovative thinking centered on new ideas and patterns in library practice.***
- ***Libraries will align with and anticipate the information, learning, leisure, research, and technology needs of their communities.***

***What themes/concepts in the goals are relevant?***

***What themes, or areas of need, are missing?***

***What would make the goals clearer?***

***How do these goals align with the needs of your library?***

***Discussion following the 2<sup>nd</sup> breakout room session:***

- 11:44:51 From C Q : we talked about the challenges of technology, customer service, and readers advisory and what kind of training people will need.
- 11:45:02 From Debbie Rzepczynski : Our group was smaller Michigan libraries -- and us in IN (Lake Co). They think you rock; goals are clear. (We think so too)
- 11:45:10 From Stephanie Olson : Nothing missing in our interpretation of the goals, answers always when we have questions, aggressive powerful goals, we are happy with the services
- 11:45:18 From Lindsay Gojcaj : Challenges of staff and community access to technology; digital divide
- 11:45:34 From Sophia : None of us really have a clear idea of what MCLS does - maybe employee turnover has resulted in this knowledge being lost? (Rec. MCLS doing a bit of "FYI - here's what we do" outreach.)
- 11:45:35 From Lindsay Gojcaj : Libraries responsibilities to respond and adapt to changes
- 11:45:36 From Angela Klocek : I'm the recorder but Glen Fischer will be the speaker :) I hope I got all the pertinent ideas and correct ;)
- 11:45:49 From Jocelyn Levin : Our group discussed how collaboration is really the core of MCLS. Everything you do centers around \*Collaboration\*.
- 11:45:53 From Bloomfield Township Public Library Adult Services : The goals are general enough to apply to all, but we really felt the second goal was the most applicable in the current situation. We'd also love technology support for reimagining the library while working from home.
- 11:46:12 From Katie : I second that Debbie!!!
- 11:46:29 From Bill Bowman : MCLS is meeting the needs of member libraries - Good Job!
- 11:46:43 From Jocelyn Levin : Someone said that the goals are very general - they could be goals for ALA or any state organization. Perhaps they could be more tailored to our area and specific to Michigan and Indiana
- 11:46:56 From Debbie Rzepczynski : This was a hard question because we are stressed with thinking about the 'future'.
- 11:47:18 From Eva Davis : Yes, themes/concepts are relevant. Collaboration and someone to facilitate that is beneficial. Each library can't be an island unto themselves, we are part of something larger, Specific needs are different for everyone, but the general needs are the same across geography and library type and library size. MCLS can't solve all of the world's problems, but they can help libraries solve ours. Could we add socialization or social

needs or some human element to the third goal? Leisure is in there, but could there be something that acknowledges patrons who use the library for social connection?

- 11:47:19 From dorothy manty : Not sure how the relationship between the many co-ops, Library of Michigan, and MCLS especially regarding money and funding and lobbying. We found the goal language quite aspirational, providing room for about anything. However, everyone appreciates the services provided by MCLS.
- 11:47:56 From Sophia : Law Library circulation isn't sure they receive support; as long as MeLCat/RIDES keep working, not sure what would be effected. Mystery acronym which is probably more involved than we know. Seems like MCLS is involved with serving many different library types, and only specific departments know what they do? (Training is good...and ignored/passed along to more useful people on a frequent basis.)
- 11:49:01 From Angela Klocek : Goal : to keep collaborating with other libraries... All libraries will have to be innovative right now and are trying to figure out ways to create a new existence. One thing we really liked is the Partners in Progress the Cromaine District library is part of.. Us other two were jealous :) One thing missing is have access to legal resources to not just the larger libraries, but the smaller ones as well. Be able to have a policy for instance and see what is the legal thought on it.
- 11:50:11 From Angela Klocek : A way to make it easier to all libraries to be in compliance legally and have some ways to be similar (Glenn Fischer is our speaker :))
- 11:50:55 From Annie Belanger, Board Member : Thank you all for sharing and participating!
- 11:52:20 From Angela Klocek : I like that though Eva... No library is an island unto itself.
- 11:53:22 From Stephanie Olson : Marketing and advocating...Eva is so right.
- 11:54:59 From Katie : I think a shared database of program contacts may be helpful too, somehow. I know TLN has been attempting to do this within our specific department committees.
- 11:55:09 From Angela Klocek : Glenn makes a great speaker for our great group. Thanks Glenn !
- 11:55:16 From Sophia : "Program contacts"?
- 11:55:34 From Katie : Event speakers and program run
- 11:56:01 From Cathy : Clare Membelia from LM is wonderful for legal library stuff!
- 11:56:19 From Sophia : "LM"?
- 11:56:25 From Angela Klocek : Library of Michigan
- 11:56:26 From Katie : Library of Michigan
- 11:56:31 From Cathy : Library of MI
- 11:56:41 From Katie : Accessibility could be another point to include
- 11:56:44 From Sarah Swiderski : YES! Library of michigan does do this for some issues

- 11:56:47 From Eva Davis : Does the Indiana State Library have a legal specialist?  
11:57:08 From Katie : some libraries have been challenged with their websites, it may be a good thing to consider  
11:57:26 From Lissa Krull : Yes, the Indiana State Library does have a legal specialist.

***Final Question:***

***What are the greatest areas of concern you have for your library?***

***Discussion following the final question:***

- 11:59:09 From Dale Parus - Ionia, MI : Budget crash  
11:59:11 From Alissa Williams : The safety of zoom programming for our patrons.  
11:59:13 From Marjorie Dixon : Safety of staff and patrons  
11:59:17 From Sarah Swiderski : compliance with social distancing measures  
11:59:23 From Jocelyn Levin : Keeping Staff members safe and healthy  
11:59:23 From Katie : Patron reaction to service after we reopen, and the limitations they'll be met with because of safety measures put in place. will it be positive or negative ?  
11:59:24 From Bill Bowman : Physical safety for staff and patrons.  
11:59:30 From Bloomfield Township Public Library Adult Services : Balancing the safety of staff with the safety of patrons. Encouraging everyone to think in new ways instead of trying to do old things with different technology.  
11:59:33 From Amelia : keeping everyone safe  
11:59:33 From Debbie Rzepczynski : Safety of staff through each of the opening steps  
11:59:34 From Virginia DeMumbrum : Safe opening. Also passage of millage in August.  
11:59:36 From ChildrenLinda Peterson : Safety for staff and patrons  
11:59:36 From Carla Dinnocenzo : safety of staff and patrons  
11:59:40 From Cathy : Getting digital resources to a rural community; getting people back into the brand new building  
11:59:42 From Elyshia Hoekstra : budgets, safety measures, patron reaction to social distancing requirements  
11:59:43 From Bethany - Tamarack : Keeping staff and the community safe.  
11:59:45 From Vickie : How to get back to the old normal if we ever can.  
11:59:53 From Bill Bowman : How the public is going to react with the "new normal" whatever that means.  
11:59:59 From Sophia : Everything in the 'future'. Nothing really standing out.  
12:00:06 From Stephanie Olson : Before I go...greatest concern is the loss of our role as a community center....so sad to lose "touch".

12:00:06 From Amy Beckman : Communication with the community about our phased reopening plan since it's hard to put a specific timeline on each stage.

12:00:07 From Emily Marsh : Losing connections that have been built in the past including with community orgs, local businesses and most importantly, patrons.

12:00:09 From Katie : Not everything going back to "normal" life as it was before the virus. Does everyone learn from the experience of the coronavirus and what the states have done in response to slow the spread

12:00:11 From Sara Ault : keeping the library relevant in a society where people are concerned for their personal safety.

12:00:13 From Amelia : Also inability of our patrons to access to what we are offering

12:00:17 From kreynolds : How to safely reopen and keeping staff on the payroll.

12:00:20 From dorothy manty : disappearance and shrinking of the tax base to support libraries

12:00:22 From Bill Bowman : Staff interactions, now that we have been apart for so long, when we return to the building.

12:00:41 From Tina Russette @ Holly Township Library : Our library is small, especially in the staff area and I worry about staff to staff social distancing and compliance.

12:00:42 From pelepcha : along with safety for staff and patrons, concerns for those people (both staff and patrons) who have difficulty with change, flexibility,

12:00:42 From Mary Beth - Tecumseh District Library : How to program differently rather than depending what is tried and true!

12:00:43 From Carla Dinnocenzo : inequity of internet

12:00:44 From Katie : Fear continuing

12:00:48 From Angela Klocek : For me, is trying to figure out how to best serve the library and library community as a whole from the back end. Processing, how to figure out how to "hold" the material back for 72 hours once checked in before they can either be checked out and how holds can be activated placed (including if they would then have to be checked in again to activate the holds)

12:00:54 From Dawn Chevoya Cooley Law Lansing : Not going under due to possible overreaction to covid.

12:01:13 From ChildrenLinda Peterson : Not being able to hug the preschoolers :>)

12:01:21 From Jocelyn Levin : We planned to go on the ballot for a new building bond in November, and had great plans for a new library, but that has been put on hold indefinitely now. How many years will it be until our economy is improved enough that our community could possibly consider raising their taxes to build a new library?

12:01:21 From Katie : Potentially being deemed unnecessary and having our resources further limited

12:01:28 From Carla Dinnocenzo : yes! @childrenlindapeterson

12:01:33 From Angela Klocek : What I might have missed prepping for this time off and what balls I will be dropping when we reopen.

12:02:30 From Katie : How to engage not only virtually but still in-person even if we have safety measures in place

12:02:42 From Angela Klocek : Katie: yes!

12:03:16 From Sophia : (Is MCLS actually written out anywhere? Because it's joined HIPPA as mystery-acronym of the week.)

12:03:31 From Katie : Midwest Collaborative Library System?

12:03:47 From Bill Bowman : Midwest Collaborative for Library Services

12:03:50 From Lissa Krull : Midwest Collaborative for Library Services

12:03:53 From Katie : ah, I was close

12:04:11 From Bill Bowman : Katie, SO close! :)

12:04:15 From Katie : lol

12:04:17 From Sophia : Thanks!

12:04:49 From Katie : You're welcome Sophia

12:04:52 From Lindsay Gojcaj : Thanks everyone!

12:05:04 From Carla Dinnocenzo : thank you!

12:05:06 From Katie : Thank you MCLS and everyone

12:05:07 From Debbie Rzepczynski : Thank you!

12:05:14 From Bill Bowman : Thank you!!!

12:05:19 From Glenn Fischer : Thank you... this was great

12:05:20 From Tina Russette @ Holly Township Library : thanks again

12:05:23 From Bethany - Tamarack : Thank you! We appreciate all you do!

12:05:51 From Angela Klocek : Thank you for these. They have been very informational

12:06:04 From Angela Klocek : Take care all!

12:06:08 From Cathy : thanks a lot!

***Next Dialogue will be Friday, May 29.***